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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2016/2017

BEP3014 - ENTERPRISE SYSTEMS PLANNING AND MANAGEMENT (All sections / Groups)

4th March 2017
2:30pm – 4:30pm
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This Question paper consists of 4 pages with 4 Questions only.
2. Attempt ALL questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

Attempt ALL questions.

QUESTION 1

a) As a Chief Technology Officer (CTO) of Niko Shoes Sdn Bhd, you are responsible for the implementation and monitoring of the SAP ERP system in your organization. After each successful purchase by a customer, a receipt will be issued and recorded by the ERP system. Your clerks are required to monitor these receipt sales via SAP ERP system. However, some of your clerks claim that the information of receipt sales is insignificant. Explain to your clerks what and why this information from receipt records would need to be available to Sales & Marketing, Finance & Accounting, Supply Chain Management, and Human Resource department.

(10 marks)

b) Hardware and software advancements have led to the development of ERP systems. Based on the chronological years of 1960s, 1970s, and 1980s, discuss the technological factors that have contributed to emergence of ERP systems.

(15 marks)

[Total: 25 marks]

QUESTION 2

a) You are the Chief Technology Officer (CTO) of Niko Shoes Sdn Bhd. Suresh, the CEO of the company, wants to implement an ERP system in your organization. However, the idea was strongly opposed by the Janice, the Chief Financial Officer (CFO) of the company. Janice argues that the costs of the full license of ERP software, the new hardware required to run it, and the hiring and training of system administrators will not be economically feasible to the company. Write a memo to Suresh and Janice explaining the characteristics of Software as a service (SaaS) and how SaaS can help in reducing the costs of the ERP implementation.

(15 marks)

b) Based on the following screen capture of the ERP SAP system (Fig 1), answer the following questions.

Continued....

Standard Order: Availability Control

One-time delivery Complete del. Delivery proposal ATP quantities Scope of check Other plants

Item	10	Sched. Unit	1
Material	1300	NRG-A	
Plant	PT	Open Quantity	10/CS
Req.delv.date	10/30/2011		
End lead time	11/02/2011		
<input type="checkbox"/> Rx qty/date		Max.Pkt.Deliveries	
One-time del. on req. del. date			
Del/Conf.Date	10/30/2011 / 10/30/2011	Confirmed Quantity	<input checked="" type="checkbox"/>
Complete delivery			
Del/Conf.Date	11/02/2011 / 11/02/2011	<input checked="" type="checkbox"/>	
Delivery proposal			
Del/Conf.Date	10/30/2011 / 10/30/2011	Confirmed qty	<input checked="" type="checkbox"/>
	11/02/2011 / 11/02/2011		<input checked="" type="checkbox"/>

Three options proposed by SAP ERP

Fig. 1

- i) How many quantities of NRG-A that the customer required? (2 marks)
- ii) When should the product of NRG-A be shipped to the customer? Write your answers in the format of DD / MM / YYYY. (2 marks)
- iii) Supposed the company had only half of the quantity of NRG-A that the customer required. Describe in words the THREE (3) options proposed by SAP ERP. (6 marks)

[Total: 25 marks]

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QUESTION 3

a) The tables below illustrate the Bill of Materials and the Materials Requirement Planning for COCOA. Based on the Bill of Materials as below, calculate and write the values for A, B, C, and D in the Materials Requirement Planning for COCOA. The weight of each cake is 1 kg.

(12 marks)

Requirement for raw materials for every 10kg	Baba Cake	Nonya Cake
Sugar (g)	1000	700
Salt (g)	250	300
Milk (g)	3000	3000
Cocoa (g)	500	700
Starch (g)	1500	800

COCOA		Week 1	Week 2	Week 3	Week 4
MPS (unit) * 1 unit = 1kg	Baba Cake	300	400	200	400
	Nonya Cake	700	800	600	800
MPS (10 kg)	Baba Cake	A			
	Nonya Cake	B			
Gross requirement (g)		C			
Scheduled receipts (g)		50,000	50,000		
Planned receipts (g)					100,000
On hand (g)	100,000	D			
Planned orders (g)				100,000	

b) What are the implications of the Sarbanes-Oxley Act for ERP systems? Discuss the FOUR (4) features of SAP ERP that complies with the Sarbanes-Oxley Act.

(13 marks)

[Total: 25 marks]

Continued....

QUESTION 4

a) Supposed Ariel is the new sales manager of Niko Shoes Sdn Bhd. Discuss the information that she may need from the Human Resource Department in order to know and manage her current and potential sales persons under your team. (10 marks)

b) Niko Shoes Sdn Bhd has just started to implement the SAP ERP system in the organization. Suresh, the CEO of Niko Shoes Sdn Bhd is asking your advice on how to ensure that the implementation of the ERP will be a successful one. Write a memo to Suresh to explain the reasons why some companies experience failures when implementing ERP systems. (15 marks)

[Total: 25 marks]

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